

Attorney's Docket No.: 09595-004002

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Lee et al.
Serial No. : 09/712,855
Filed : November 14, 2000
Title : SOFTWARE VAULT

Art Unit : 2131
Examiner : Michael R. Vaughan

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TERMINAL DISCLAIMER

Pursuant to 37 C.F.R. § 3.73(b), SupportSoft, Inc., certifies that it is the assignee of the entire right, title, and interest in the above-referenced application by virtue of an assignment from the inventors of the patent application referenced above.

The assignment from the inventors to Tioga Systems, Inc. was recorded in the Patent and Trademark Office at Reel 009621, Frame 0648 on December 2, 1998.

The assignment to record a change of name from Tioga Systems, Inc. to Support.com, Inc. was recorded in the Patent and Trademark Office at Reel 011540, Frame 0322 on February 6, 2002.

The assignment to record a change of name from Support.com, Inc. to SupportSoft, Inc. was recorded in the Patent and Trademark Office at Reel 013523, Frame 0847 on November 12, 2002.

Pursuant to 37 C.F.R. § 3.73(b), SupportSoft, Inc., certifies that it is the assignee of the entire right, title, and interest in U.S. Patent No. 6,163,859 by virtue of an assignment from the inventors of U.S. Patent No. 6,163,859.

The assignment from the inventors to Tioga Systems, Inc. was recorded in the Patent and Trademark Office at Reel 009621, Frame 0648 on December 2, 1998.

CERTIFICATE OF TRANSMISSION BY FACSIMILE

I hereby certify that this correspondence is being transmitted by facsimile to the Patent and Trademark Office on the date indicated below.

Date of Transmission June 24, 2005
Signature Carlos A. Bratil

Carlos A. Bratil
Typed or Printed Name of Person Signing Certificate

06/28/2005 CCHAU1 00000041 061050 09712855
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The assignment to record a change of name from Tioga Systems, Inc. to Support.com, Inc. was recorded in the Patent and Trademark Office at Reel 011540, Frame 0322 on February 6, 2002.

The assignment to record a change of name from Support.com, Inc. to SupportSoft, Inc. was recorded in the Patent and Trademark Office at Reel 014634, Frame 0891 on October 30, 2003.

The undersigned has reviewed the documents in the chain of title of the above-referenced application and to the best of undersigned's knowledge and belief, title is in SupportSoft, Inc.

The undersigned is empowered to act on behalf of the assignee.

Pursuant to 37 CFR §1.321(b), and to obviate a double patenting rejection, the assignee identified above hereby waives and disclaims the terminal portion of the term of the entire patent to be granted upon the above identified application subsequent to the expiration date of U.S. Patent No. 6,163,859, provided that any patent granted on the above identified application shall be enforceable only for and during such period that it is commonly owned with U.S. Patent No. 6,163,859.

The assignee identified above does not disclaim any terminal part of any patent granted on the above identified application prior to the expiration date of the full statutory term of U.S. Patent No. 6,163,859 in the event that it later: expires for failure to pay a maintenance fee, is held unenforceable, is found invalid, is statutorily disclaimed in whole or terminally disclaimed under 37 CFR §1.321(a), has all claims cancelled by a reexamination certificate, or is otherwise terminated prior to expiration of its statutory term, except for the separation of legal title as stated above. Assignee herein does not disclaim or otherwise affect any part of U.S. Patent No. 6,163,859.

This disclaimer runs with any patent granted on the above application and is binding upon the grantee, its successors or assigns.

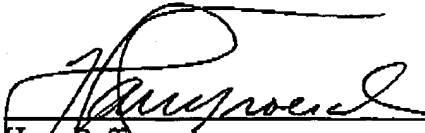
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Please apply the terminal disclaimer fee of \$130.00 and any other charges or credits to
Deposit Account 06-1050.

Respectfully submitted,

Date: 24 June 05


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